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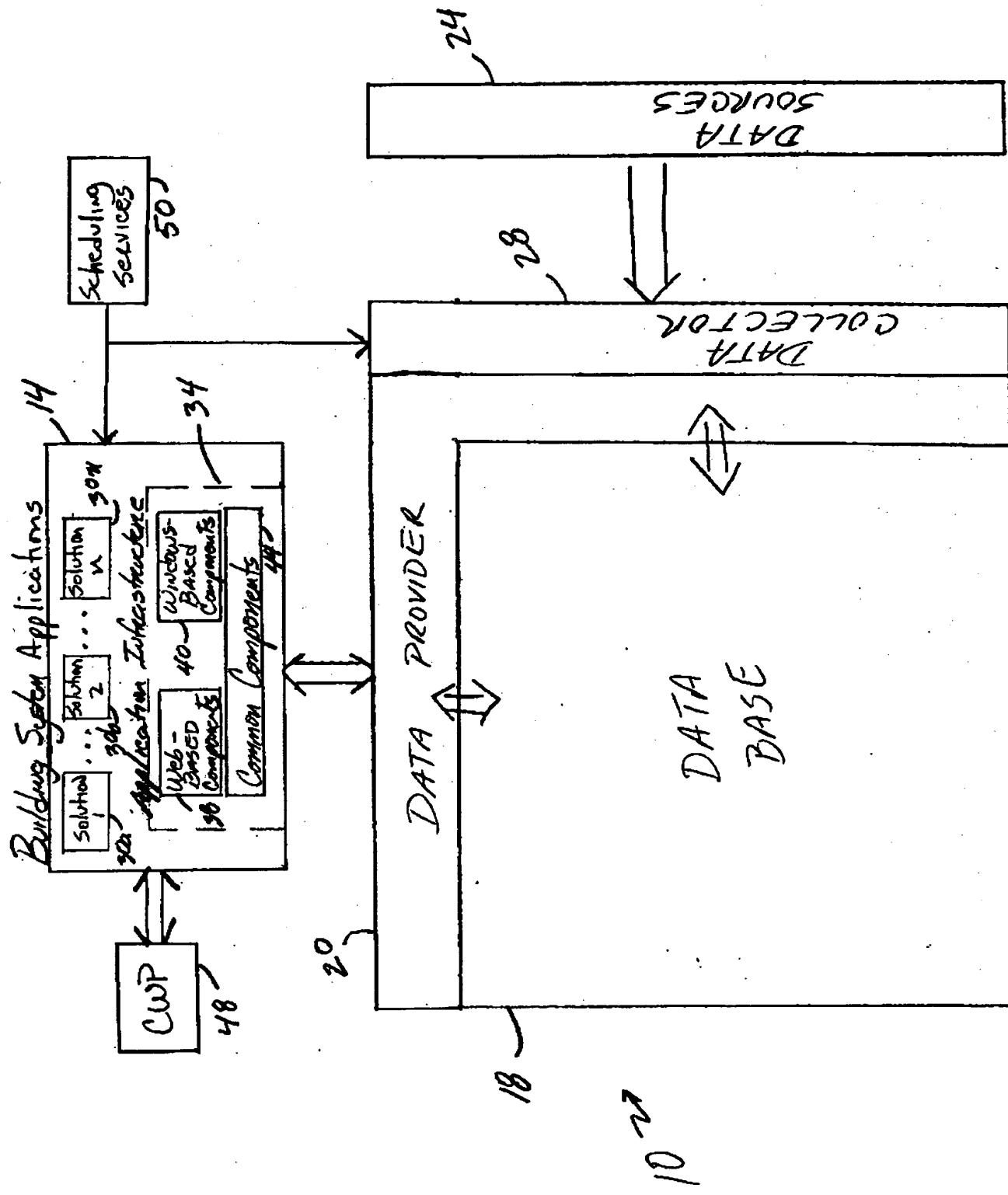


Fig. 1

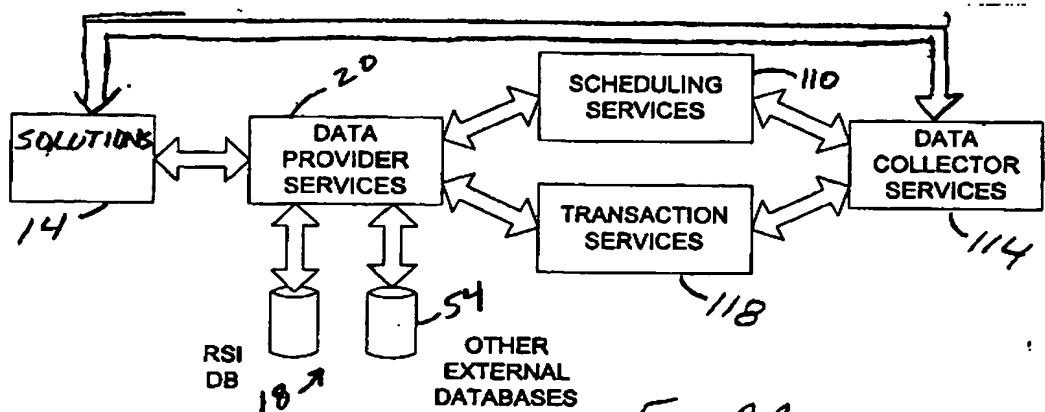


Fig. 2A

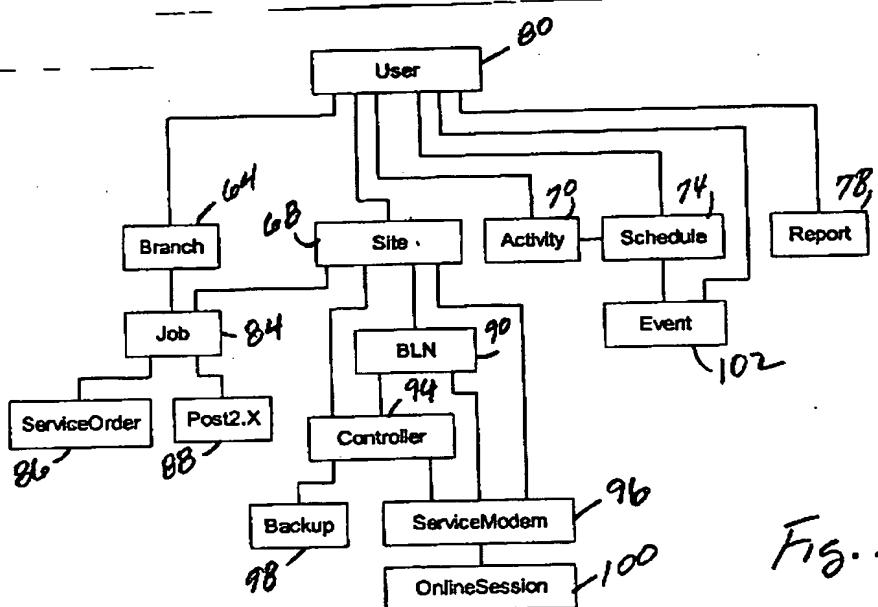
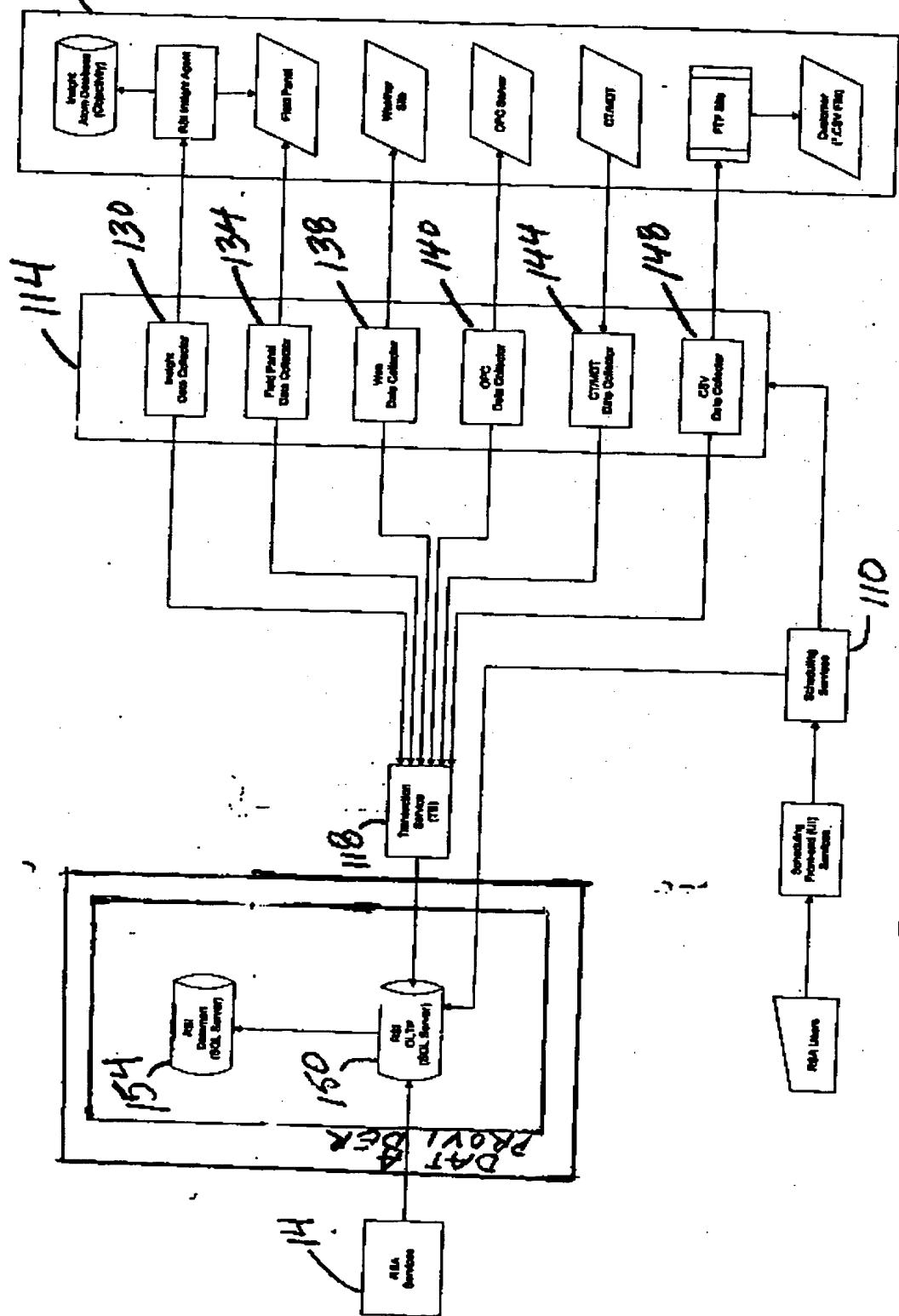
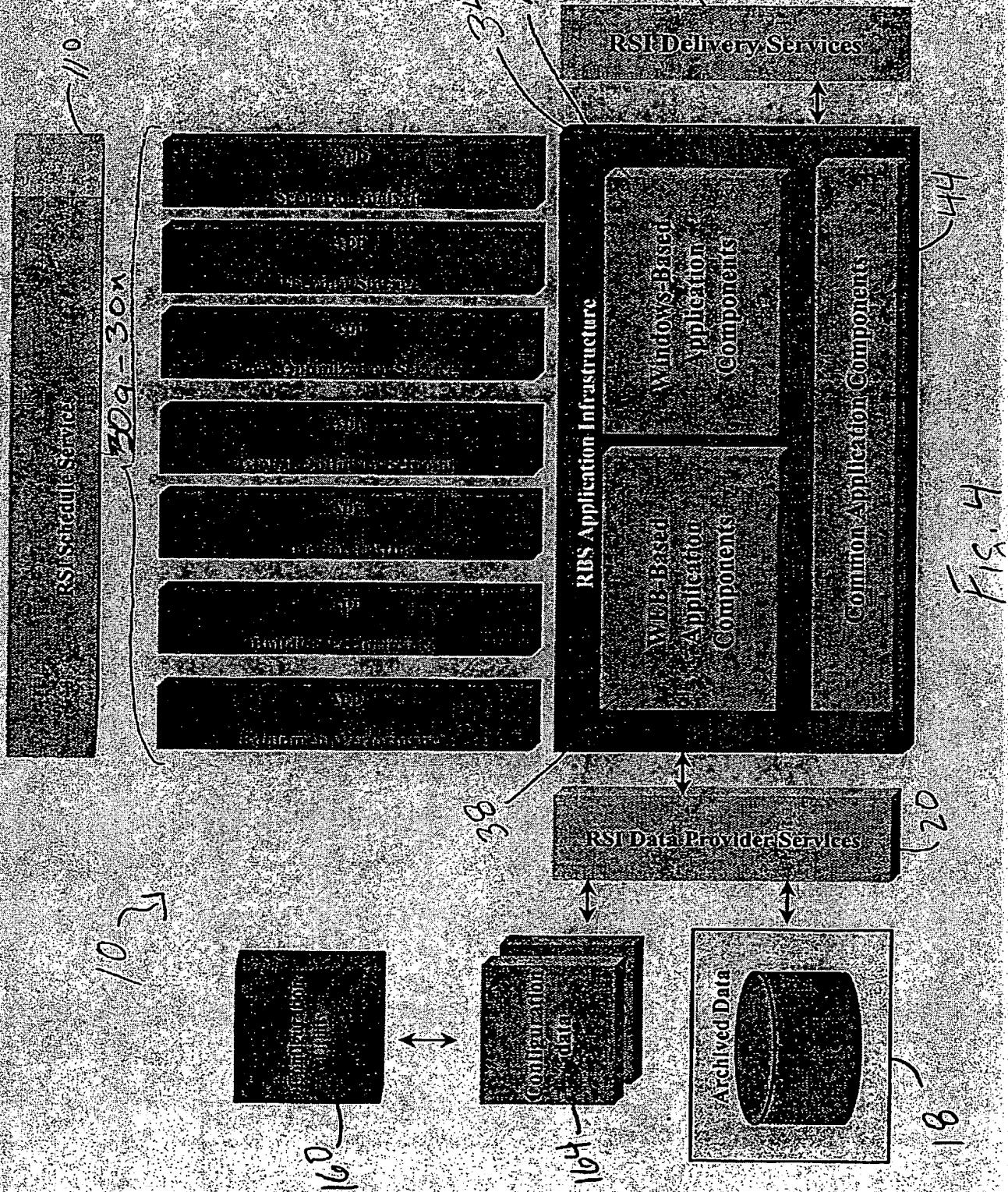


Fig. 2B

FIG. 3





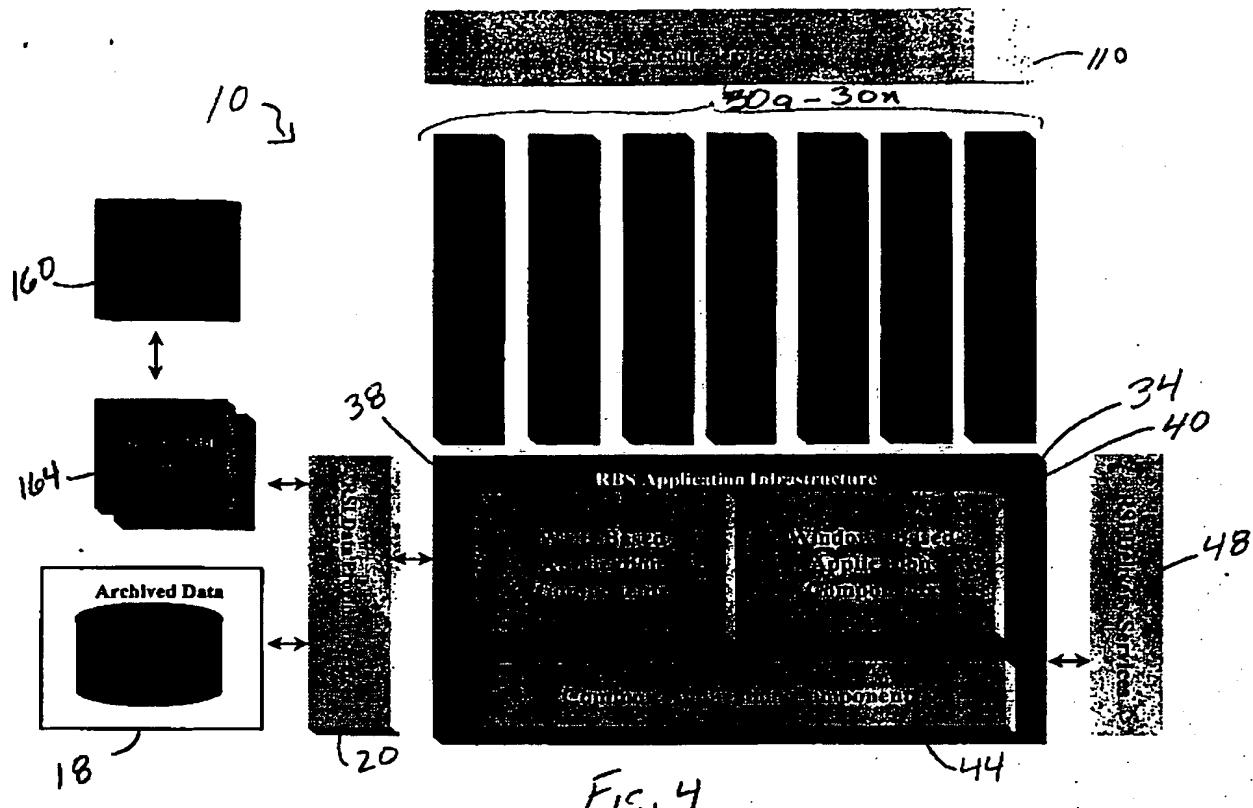


Fig. 4

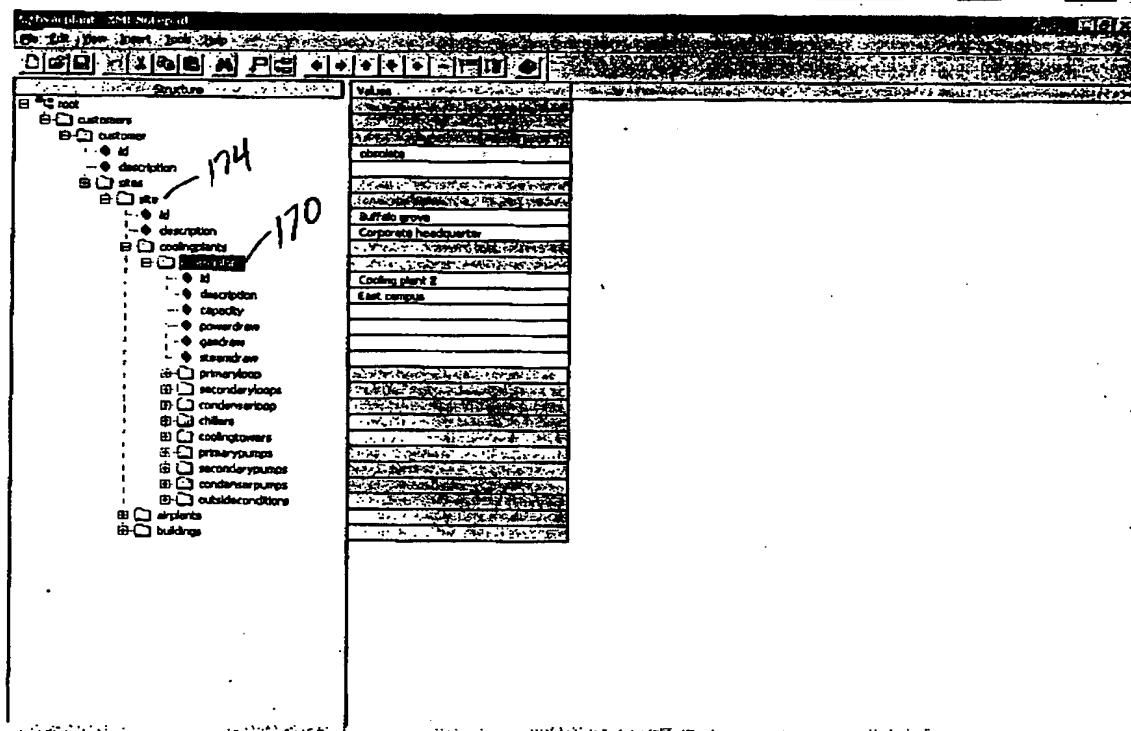


Fig. 5

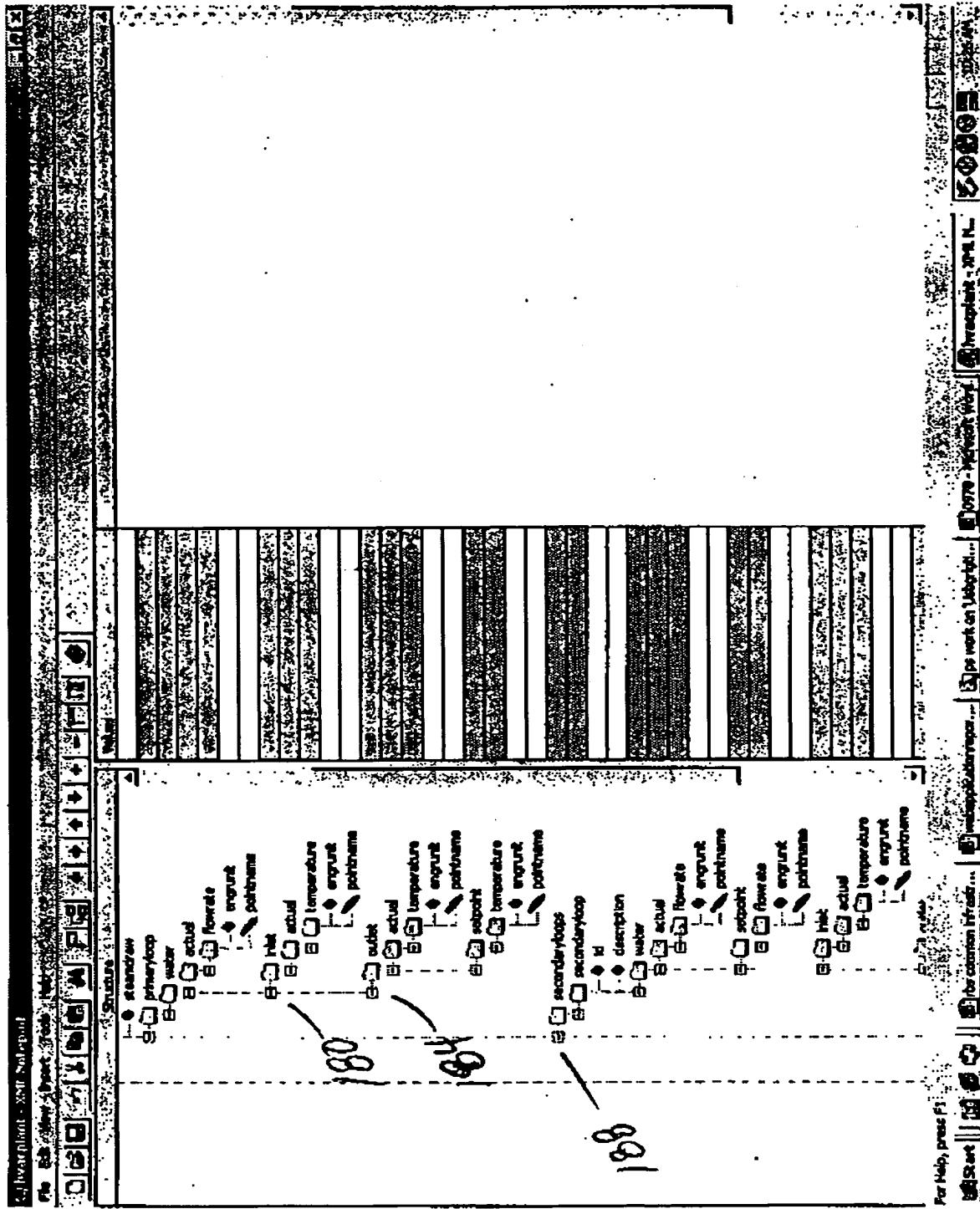
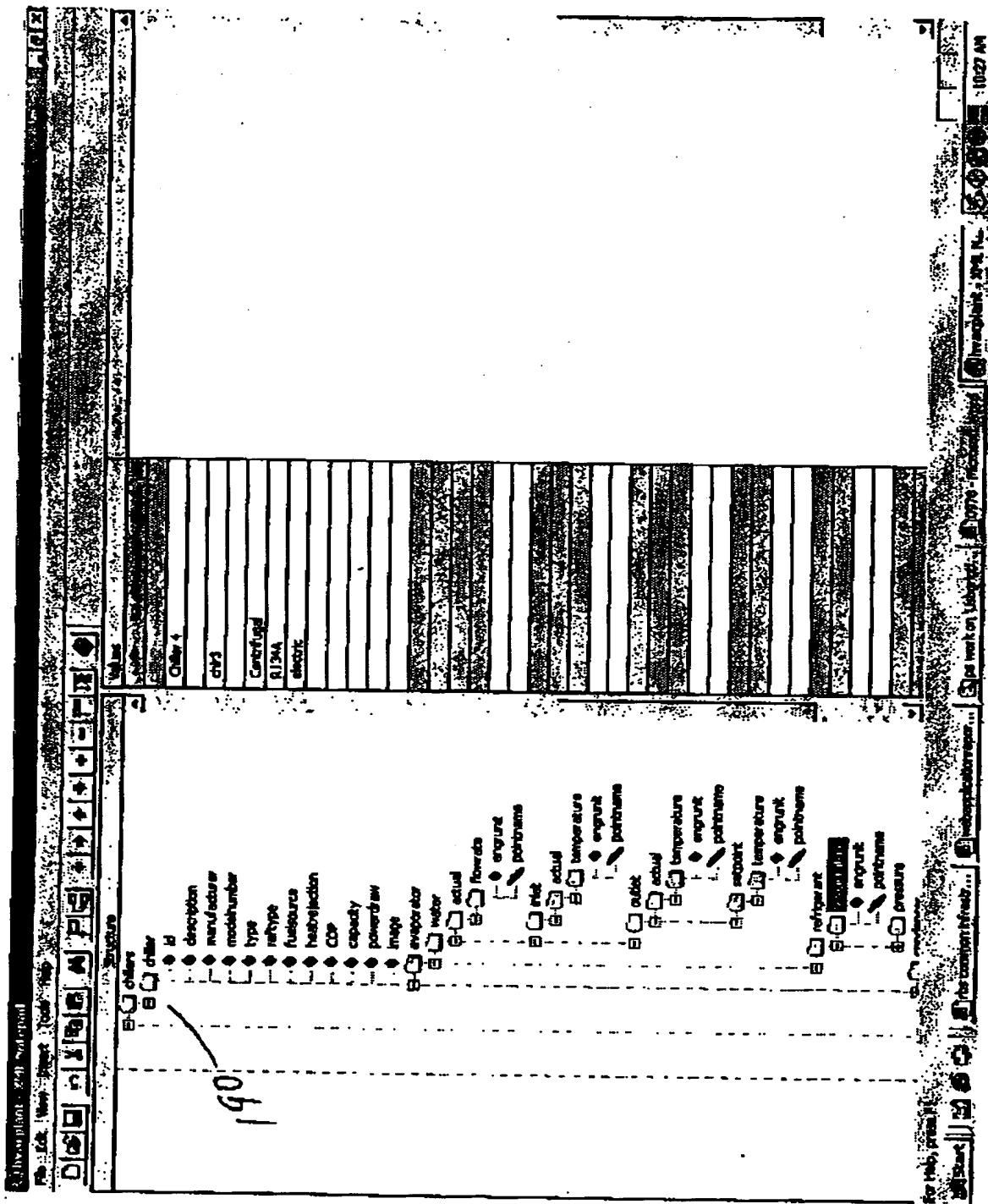


Fig. 6

Fig. 7



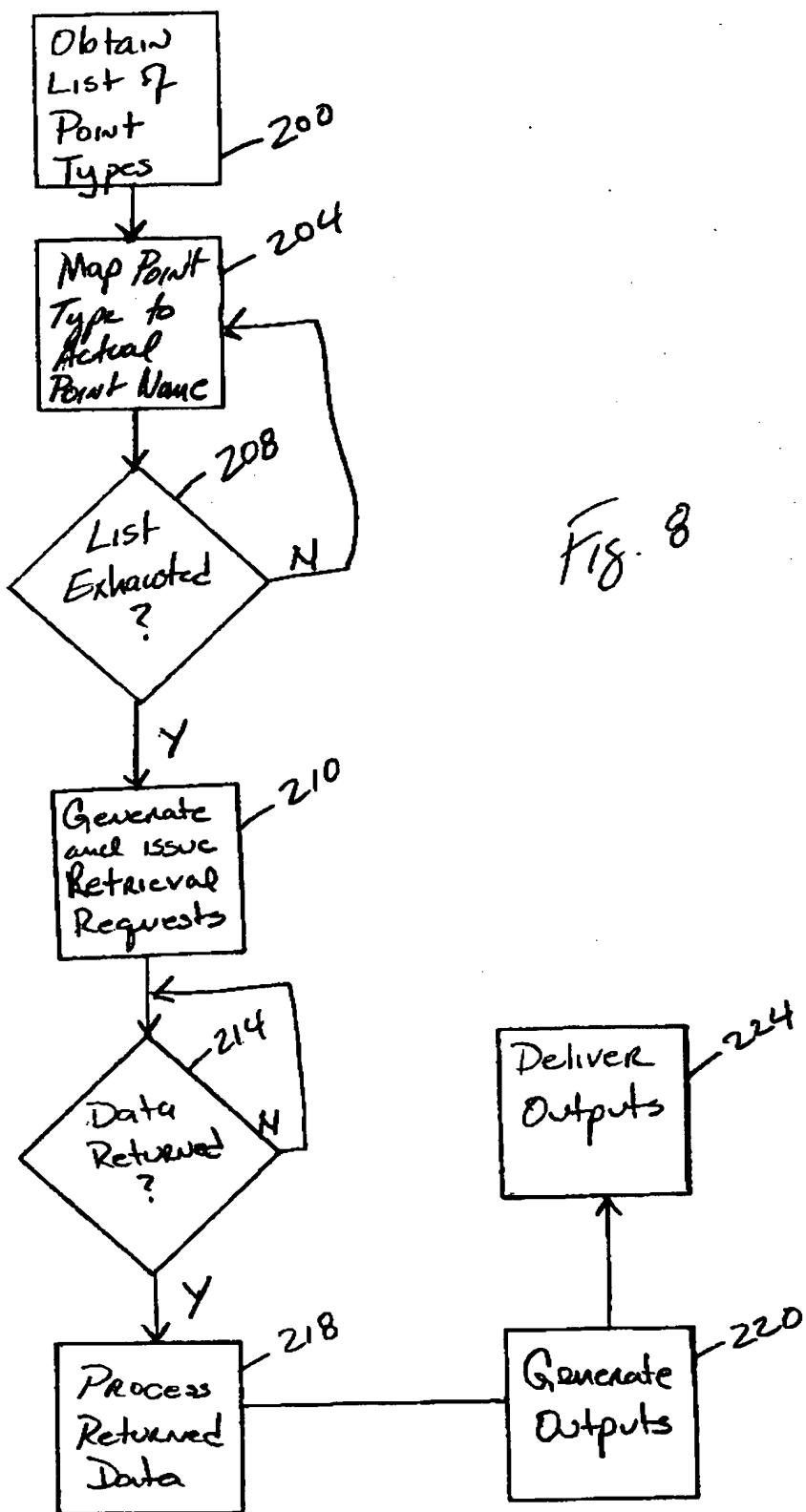


Fig. 8

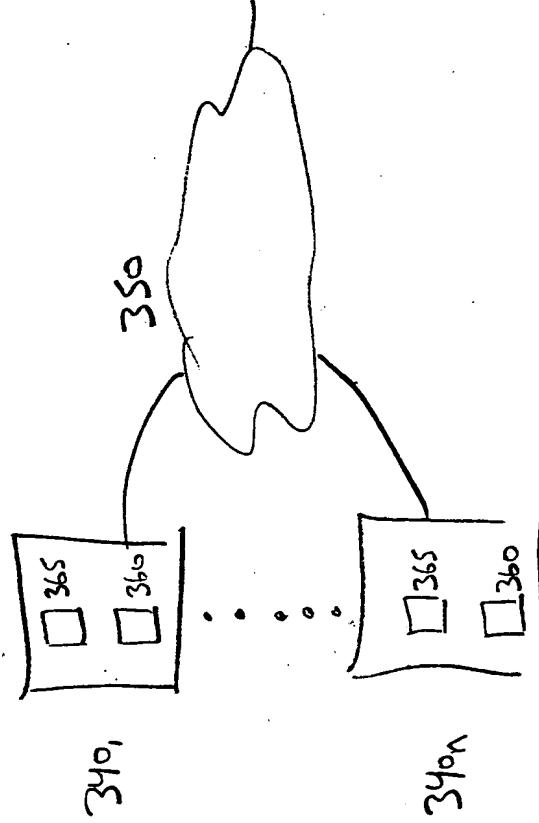
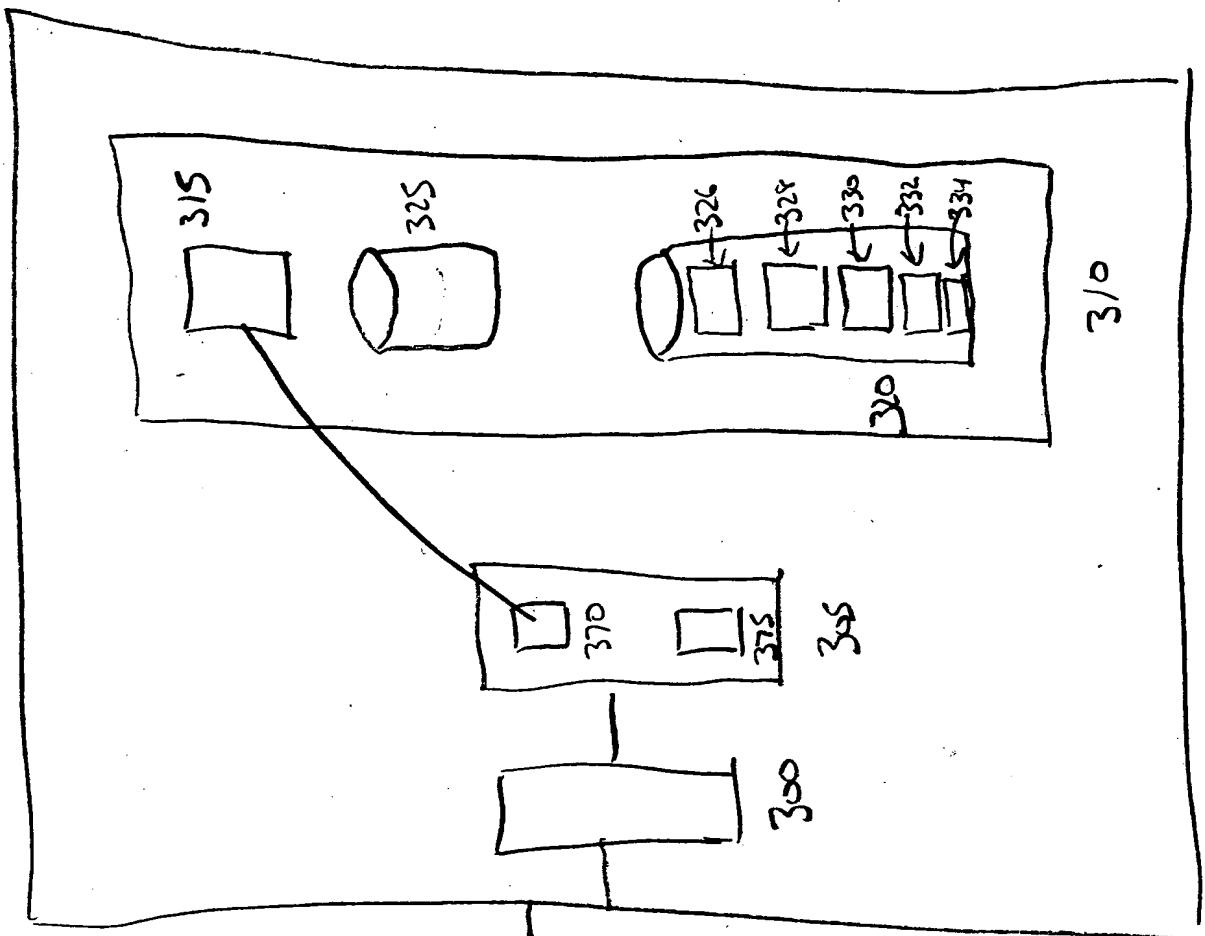


Fig. 9



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Help Contact Us Sitemap

Search for... go &gt;

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Service Activity

Request Service

430

## Service Activity

Open Calls

Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites - 440

Request Service

435

## Service Activity



The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

## Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

## Call Status

Open	►13	408	406
Closed	►150	410	

## Call Type

Preventive	►146	414	
Corrective	►17	416	412

## System

Fire	►18	418
HVAC	►56	420
Mechanical	►54	422
Security	►35	424

418

420

422

424

426

## Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

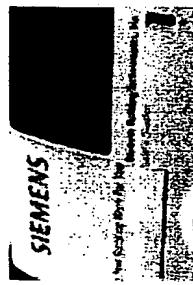
Site	Call Status			Call Type		Type	Number	Export to:	System
	Open	Closed	Preventive	Corrective					
►SZ COLLEGE PARK {B320013}	►1	►0	►0	►0		►1	HVAC		►1
►SZ COLLEGE PARK {B320013}	►0	►3	►3	►3	428	►0	Mechanical		►3
►SZ EAST LIBRARY {B408013}	►0	►1	►1	►1		►0	Mechanical		►1
►SZ EAST POINT {B425013}	►2	►0	►0	►0		►2	HVAC		►2
►SZ EAST POINT {B425013}	►0	►1	►1	►1		►0	Mechanical		►1
►1-5 ►6-10 ►11-15 ►16-20 ►21-25 ►26-30				next →					

404



400

FIG. 10



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**site360**

Service Central   Fileshare   Administration   Log Out  
| Home | >... >... >Open Calls

Search for...  go >

site360 Home   site360 Ordering   Help   Contact Us   Sitemap

Request Service

→ Service Activity  
→ Open Calls  
Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls).  
Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15   **S10**

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/23/03	►030321-0852	Open	SZ MULTIPURPOSE {B251013}	REPLACE SCREENS	Preventive	Mechanical	200303974

4/18/03	►030307-3329	Open	SZ COLLEGE PARK {B320013}	PM	Preventive	Mechanical	200304780
4/18/03	►030416-0594	Open	SZ TOM LOWE {B229013}	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191
4/18/03	►030416-0589	Open	SZ TOM LOWE {B229013}	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192
4/17/03	►030416-0551	Open	SZ SOUTHWEST {B440013}	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232

►1-5	►6-10	►11-15	→ Display Equipment / Contract No.
------	-------	--------	------------------------------------

→ Display Filter Criteria  

Export to:

→ Display Equipment / Contract No.

500

F16.11

**SIEMENS**Search for...  go >**site360**

| Home | &gt;... &gt; Open Calls &gt;Service Order

Service Activity

→ Open Calls  
Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

**Service Order**

Below is detailed information for the individual service order you have selected.

**Summary**

The summary provides an overview of information related to the selected service order number.

	Customer Name	Demonstration Customer
Service Order No.	030321-0852	Contract No.
PO Number	200303974	
Site	SZ MULTIPURPOSE (B251013)	System
		Mechanical
Status	Open	Open Date
Call Type	Preventive	Closed Date
Request Type	fax	
Problem Type	Repair or Replace Parts	
Call Priority	Next Scheduled Visit	

**Detail**

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description	REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution	

**Further Information**

Use the following links to get further equipment, call, or appointment information.

go to  Equipment  Call Log  Appointments

6/20

Equipment

6/20

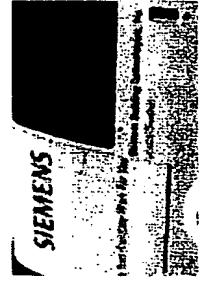
The table below lists equipment that was serviced on the selected order number.

No Data Available.

**Call Log**  
The table below lists all activities logged to the selected service order number.

6/20

F 26. 12

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Search for...

**site360** [Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)  
| Home | >... >Open Calls >Service Order

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports

TSP Contracts

Equipment

Sites

Request Service

**Appointment**

Below is the detailed information for the single appointment selected for this call.

**Summary**

The summary provides an overview of information related to the selected appointment.

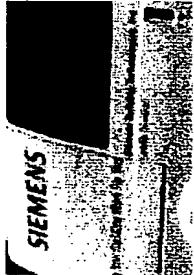
	Service Order No.	Contract No.	Customer Name	Demonstration Customer
PO No.	200303974			
Site	SZ MULTIPURPOSE {B251013}			
		Branch	ATLANTA	
Appointment No.	030321-0852 0001 1 240097 ATT	Lead Technician	Steve Conti	
Open Date	4/23/03	Skill Type	Fitter Journeyman	
Closed Date				
Appointment Status	TENTATIVE			

**Equipment**

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

F-16.13

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site360 Home site360 Ordering Help Contact Us Sitemap

Search for...  go >

# site360

Home | >--> Closed Calls

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

### Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178

6/10

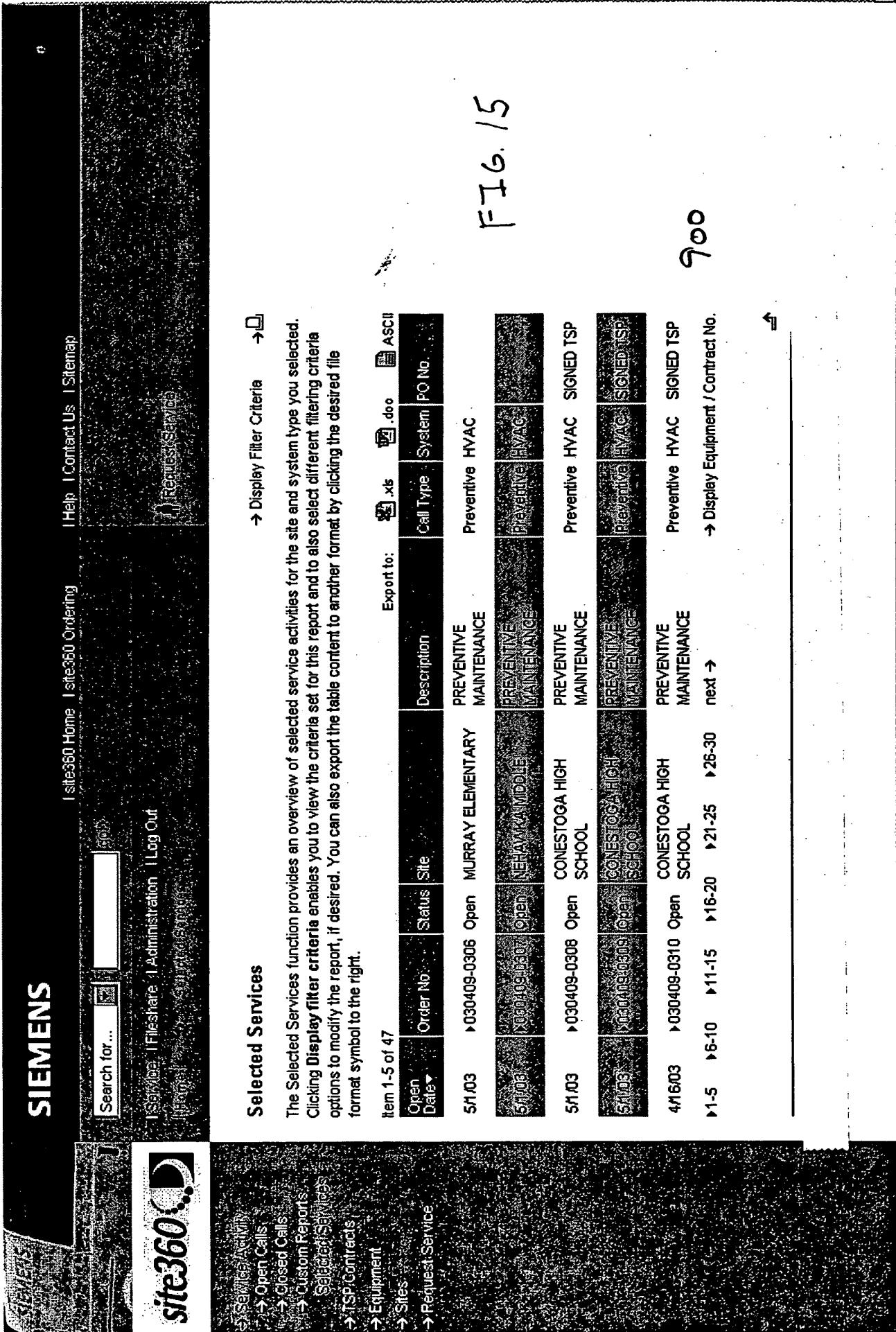
Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/16/03	►030307-3331	Complete	SZ EAST POINT [B25013]	PM	Preventive	Mechanical	200305028
4/16/03	►030403-0116	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive	Fire	
4/10/03	►030307-3327	Complete	SZ FAIRBURN [B23013]	PM	Preventive	Mechanical	
4/10/03	►030410-0128	Complete	SZ FAIRBURN [B23013]	CHANGE THE BELTS	Preventive	Mechanical	
4/9/03	►030307-3325	Complete	SZ SOUTHWEST [B440013]	PM	Preventive	Mechanical	200304882
►1-5	►6-10	►11-15	►16-20	►21-25	►26-30	next →	→ Display Equipment / Contract No.

Export to:  .xls  .doc  ASCII

◀

800

F-16.14





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Help Cen

Search for... go &gt;

Service Fileshare Administration Log Out  
| Home | >- >Request Service

Requests

Service Activity  
TSP Contracts  
Equipment  
Sites  
→ Request Service

**Request Service**

This page is for submitting online service requests.

**For emergency or after-hours service, please call your local branch office.**

\* Indicates required field.

Request Type *	<input type="text" value="Request for service"/>
Priority *	<input type="text" value="Next Business Day"/>
Select Site *	<input type="text"/>
OR Enter Site	<input type="text"/>
<input type="button" value="Load Site Equipment"/>	
Select Equipment *	<input type="text"/>
OR Enter Equipment	<input type="text"/>
Location *	<input type="text"/>
Description *	<input type="text"/>
PO No.	<input type="text"/>

1000  
Last Name Wallace

First Name Michael

E-mail \* Phone 

F16.16



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Help Contact Us Sitemap

Search for... 

go &gt;

Service Central Fileshare Administration Log Out

| Home | &gt;Service Central &gt;TSP Contracts

Request Service

Service Activity

TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

## TSP Contracts



The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

### Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status	1104
Active	► 3 1106
Expiring	► 0 1108
Cancelled	► 0 1110
Expired	► 1 1112

System	1114
Fire	► 1 1116
HVAC	► 2 1118
Mechanical	► 1 1120

### Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6	1124	1126	Contract Status	Export to:	System	Number
Site	Active	Expiring	Cancelled	Expired	Type	
► UPS 35 Glenlake Automation	► 1	► 0	► 0	► 0	► 0 HVAC	► 1 1134
► UPS 35 Glenlake Fire	► 0	► 0	► 0	► 0	► 1 HVAC	► 1
► UPS 35 Glenlake Mechanical	► 1	► 0	► 0	► 0	► 0 Mechanical	► 1
► UPS 55 Glenlake Automation	► 1	► 0	► 0	► 0	► 0 HVAC	► 1
► UPS 55 Glenlake FIRE	► 1	► 0	► 0	► 0	► 0 Fire	► 1
► 1-5 ► 6-6						



1100

FIG. 17



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Help Contact Us Sitemap

Search for... 

go &gt;

Service Central Fileshare Administration Log Out

| Home | &gt;Service Central &gt;TSP Contracts &gt;Active Contracts

Request Service

Service Activity

 TSP Contracts  
 → Active Contracts  
 Expiring Contracts  
 Cancelled Contracts  
 Expired Contracts  
 Custom Reports

 Equipment  
 Sites  
 Request Service

1210

## Active Contracts

→ Display Filter Criteria



Below is an overview of all active service contracts. Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System	Export to:
► MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical	.doc ASCII
► PB-1394	1220	FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC	
► PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire	

→ Display Equipment

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1200

FIG. 18



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Search for...  go >

Service Central Fileshare Administration Log Out

| Home | &gt;Service Central &gt;TSP Contracts &gt;Expired Contracts &gt;Individual Contract

Request Service

Service Activity

TSP Contracts

Active Contracts

Expiring Contracts

Cancelled Contracts

→ Expired Contracts

Custom Reports

Equipment

Sites

Request Service

## Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

### Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.	
Status	Expired	SBT Branch	
Effective Date	2/1/02	Secondary Contact	
Renewal Date	1/31/03	Coverage Type	LABOR ONLY
Time to Renewal	-21 Days	System	HVAC
Service Technician/ Account Engineer	Chris Howell		

Description	LABOR ONLY
-------------	------------

### Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

### Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1

.xls

.doc

ASCII

Item 1-1 of 1

Site

UPS 35 Glenlake Fire

Equipment

MECH/SPEC SCHEDULING

1300

F16.18



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Siemens Building Technologies Home News

Help Contact Us Sitemap

Search for...  

Service Central Fileshare Administration Log Out

| Home | &gt;Service Central &gt;Equipment

Request Service

Service Activity  
TSP Contracts  
Equipment  
Sites  
Request Service

## Equipment



The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

1402

Site	Equipment or Services	Quantity	Location	Export to:	.xls	.doc	ASCII
All				Asset ID			System
UPS 35 Glenlake Automation	▶	1	CABINET 11	UPS35GL01	HVAC		
UPS 35 Glenlake Automation	▶	1	CABINET 12	UPS35GL02	HVAC		
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV*	1	INSIGHT 03	UPS35GL03	HVAC		
UPS 35 Glenlake Fire	▶ MECH/SPEC SCHEDULING	1		UPSF1	HVAC		
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT	UPS55GL01	HVAC		
▶1-5	▶6-10	▶11-15	▶16-20	▶21-25	▶26-30	next →	

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251



SIEMENS

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Help Contact Us Sitemap

Search for... 

go &gt;

Service Central Fileshare Administration Log Out

| Home | &gt;Service Central &gt;Equipment &gt;-- &gt;Individual Equipment

Request Service

Service Activity  
 ISP Contracts  
 Equipment  
 Sites  
 Request Service

## Individual Equipment



The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

### Detail

Equipment	CLIENT WORKSTATION REV *	Asset ID	UPS35GL03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	► PB-1394
Equipment Location	INSIGHT 03	System	HVAC

### Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

#### Item 1-1 of 1

Open Date	Description	Call Type	Order No.	PO No.
1/7/03	FULL COMPREHENSIVE	preventive	► 021216-0836	

### Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

#### Item 1-2 of 2

Open Date	Description	Call Type	Order No.	PO No.
7/3/02	FULL COMPREHENSIVE	preventive	► 020625-0966	
4/4/02	FULL COMPREHENSIVE	preventive	► 0021032288	



1500

FIG. 21



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 | [Home](#) | >[Service Central](#) >[Equipment](#) >-->[Individual Contract](#)
[Request Service](#)
**Service Activity**
[TSP Contracts](#)  
[Active Contracts](#)  
[Expiring Contracts](#)  
[Cancelled Contracts](#)  
[Expired Contracts](#)  
[Custom Reports](#)
**Equipment****Sites****Request Service****Individual Contract**

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

**Summary**

The summary provides an overview of information related to the selected service contract.

Contract No. **PB-1394**

Status **Active**

PO No.

Effective Date **1/1/03**

Renewal Date **12/31/03**

SBT Branch

**ATLANTA**

Time to Renewal **313 Days**

Secondary Contact

**Jacquelyn Brewer**

Service Technician/  
Account Engineer **M. Kevin Mote**

Coverage Type

**FULL COMPREHENSIVE**

System

**HVAC**

Description **FULL COMPREHENSIVE**

**Service Activity**

Use the following links to get service history or scheduled service information.

→ [Service History](#) → [Scheduled Services](#)

**Detail**

Clicking an existing service contract displays the contract in its entirety.

**Sites & Equipment**

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

.xls

.doc

ASCII

Item 1-3 of 3

Site

- ▶ UPS 35 Glenlake Automation
- ▶ UPS 55 Glenlake Automation
- ▶ UPS 55 Glenlake Mechanical

→ Equipment

|

| ..

|CLIENT WORKSTATION REV \*

FIG. 22


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[Help](#) [Contact Us](#) [Sitemap](#)
 
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[\[ Home \]](#) >[Service Central](#) >[Equipment](#) >-->[Service Order](#)
 [Request Service](#)

Service Activity  
[Open Calls](#)  
[Closed Calls](#)  
[Custom Reports](#)  
[Selected Services](#)

TSP Contracts

Equipment

Sites

Request Service

## Service Order



Below is the data for the single service activity you have selected.

### Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	► PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

### Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

#### Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

### Further Information

Use the following links to get further equipment, call, or appointment information.

go to Equipment Call Log

Appointments

Equipment Call Log Appointments

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3	Equipment	Export to:	.xls	.doc	ASCII
Equipment Name	Quantity	Location			
►	1	CABINET 11			UPS35GL01
►	1	CABINET 12			UPS35GL02
►  CLIENT WORKSTATION REV *	1	INSIGHT 03			UPS35GL03

### Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

FJ6.23



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Help Contact Us Sitemap

Search for... 

go &gt;

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Sites

Request Service

Service Activity  
TSP Contracts  
Equipment  
Sites  
Request Service

**Sites**

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Export to: .xls .doc ASCII

Site

► Primary

► SZ COLLEGE PARK {B320013} *1810*

► SZ EAST LIBRARY {B408013}

► SZ EAST POINT {B425013}

► SZ ELECTION WSE {B804013}

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

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[Help](#) [Contact Us](#) [Sitemap](#)
 
[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[Home](#) > [Service Central](#) > [Sites](#) >--> [Individual Site](#)
 [Request Service](#)
[Service Activity](#)  
[TSP Contracts](#)  
[Equipment](#)  
[Sites](#)  
[Request Service](#)

## Individual Site



The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

### Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910

Site

SZ COLLEGE PARK  
(B320013)

1930 Call Type

Preventive

1965

1920

Call Status

▶ 1 1950  
Open  
Closed ▶ 3 1960

Corrective

▶ 1 1970

1940 System

HVAC

1975

Mechanical

▶ 3 1980

### Service Activity Detail

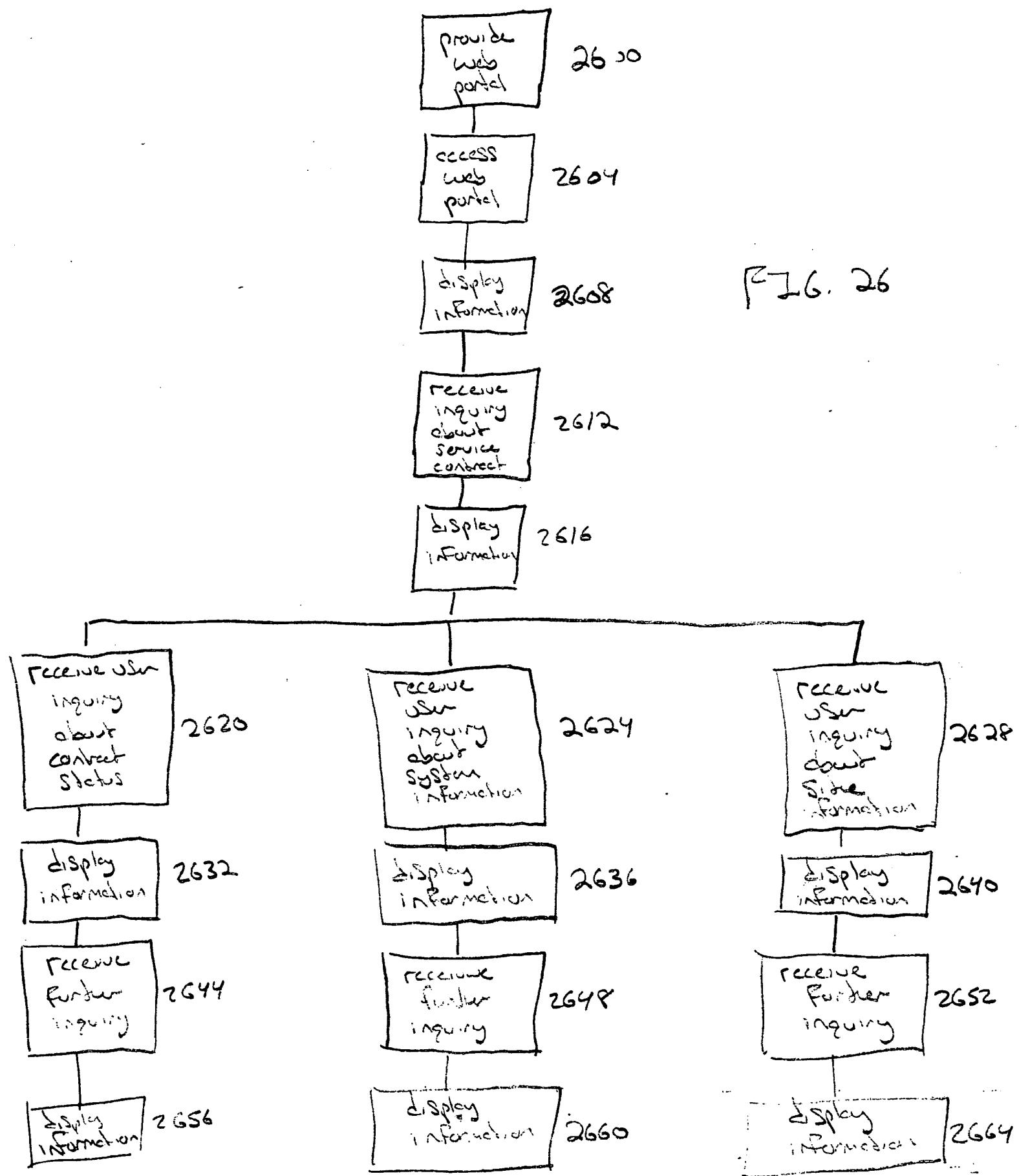
The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-4 of 4

Order No.	PO No.	Description
►021001-0210	PC-02SC87314	ANNUAL CHILLER PM
►021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN
►021016-0068	PC-02SC87314	PM REPAIRS
►030206-0002		this is a test for the call t*

Export to:		.xls	.doc	ASCII
Call Status		Call Type	Open Date	System
Closed	Preventive	10/7/02	Mechanical	
Closed	Preventive	10/16/02	Mechanical	
Closed	Preventive	10/7/02	Mechanical	
Open	Corrective	2/6/03	HVAC	

FIG. 25



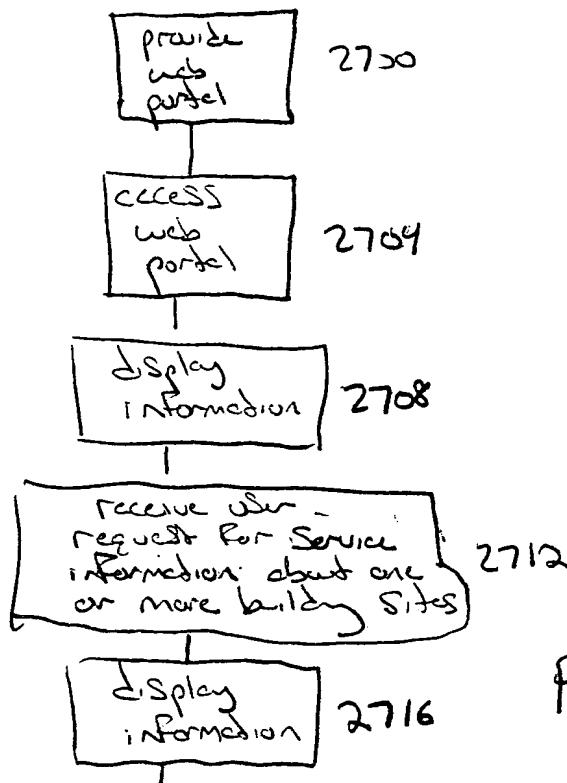
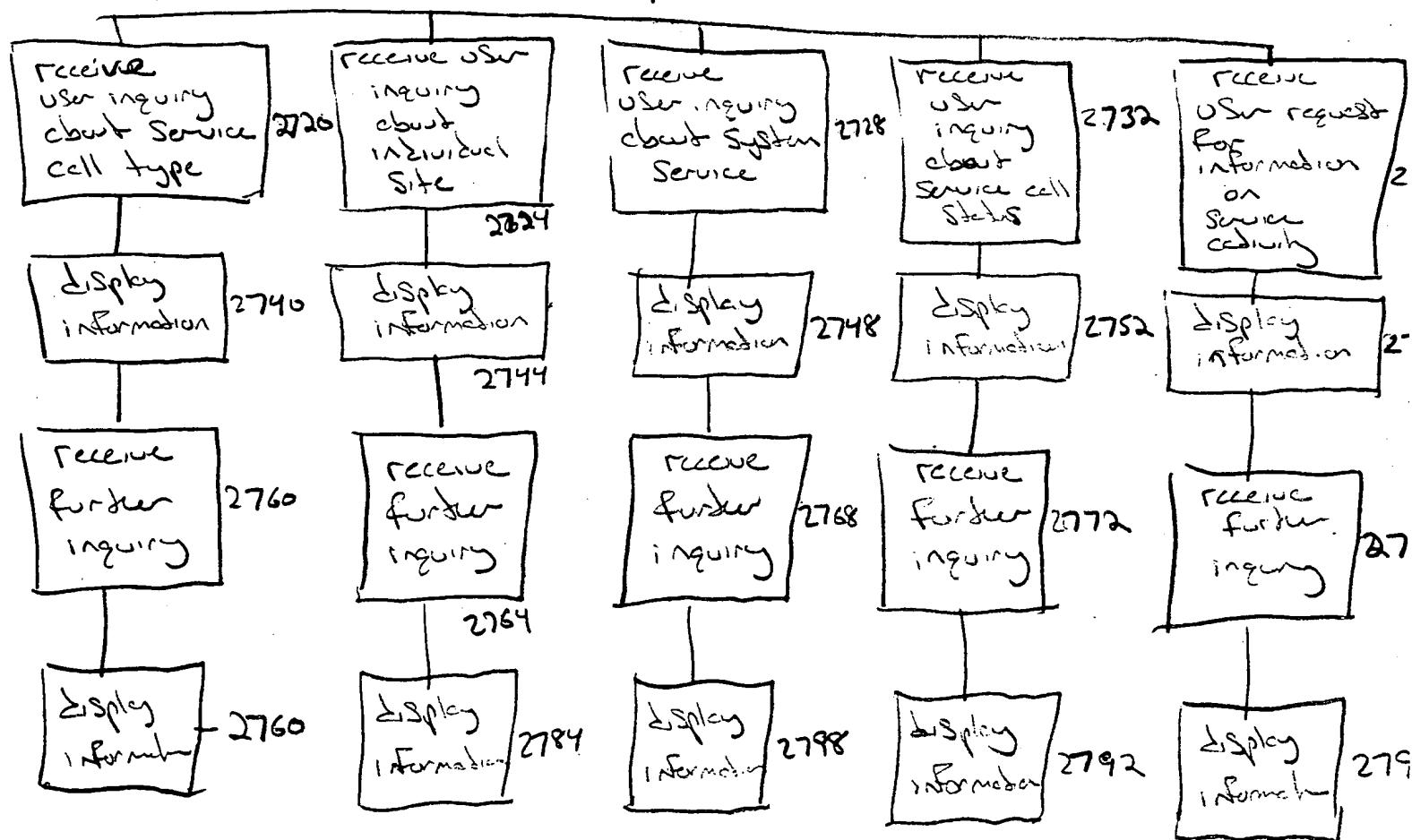
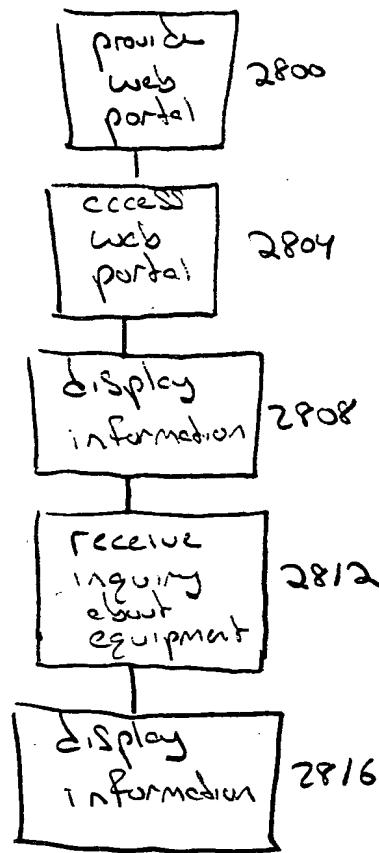
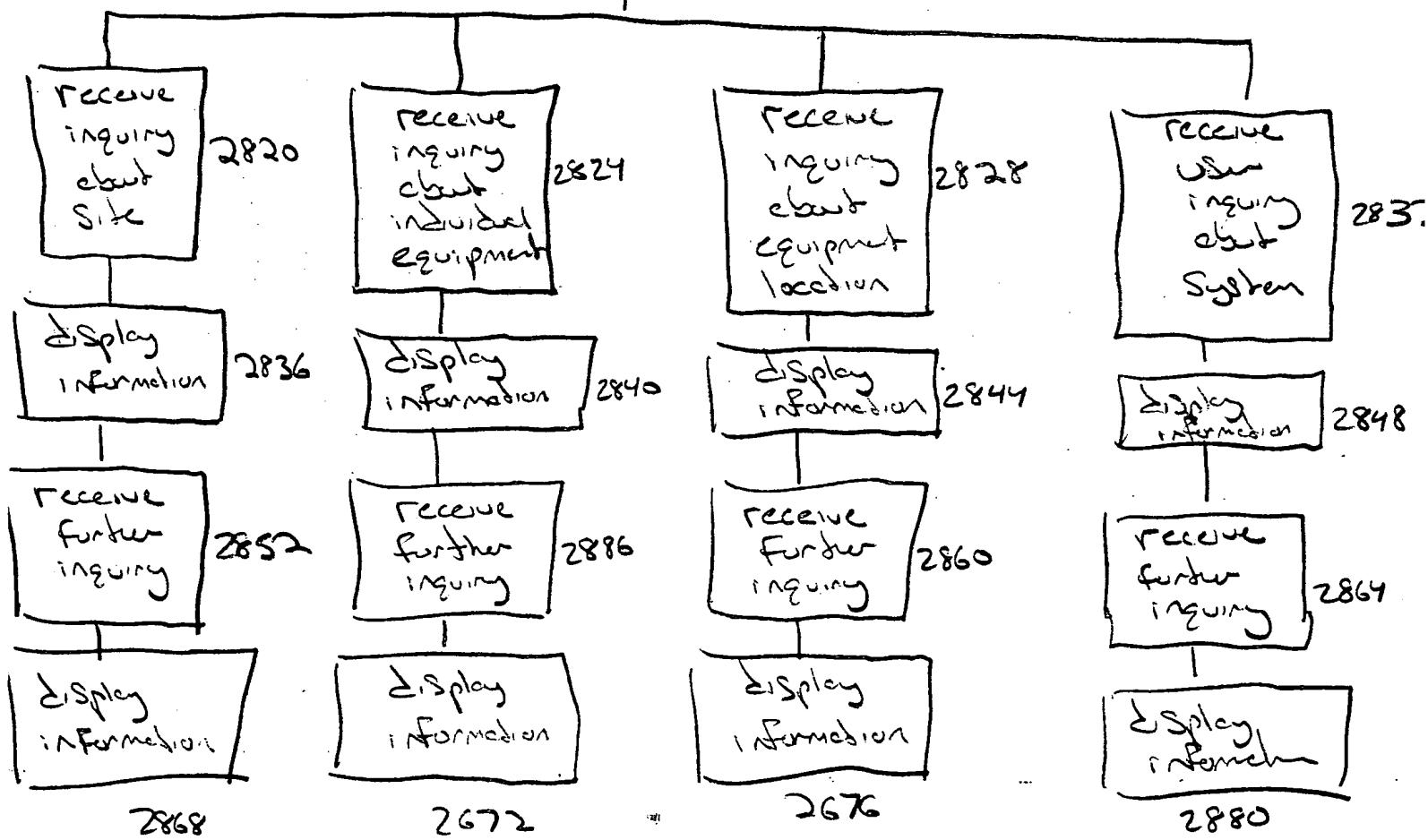


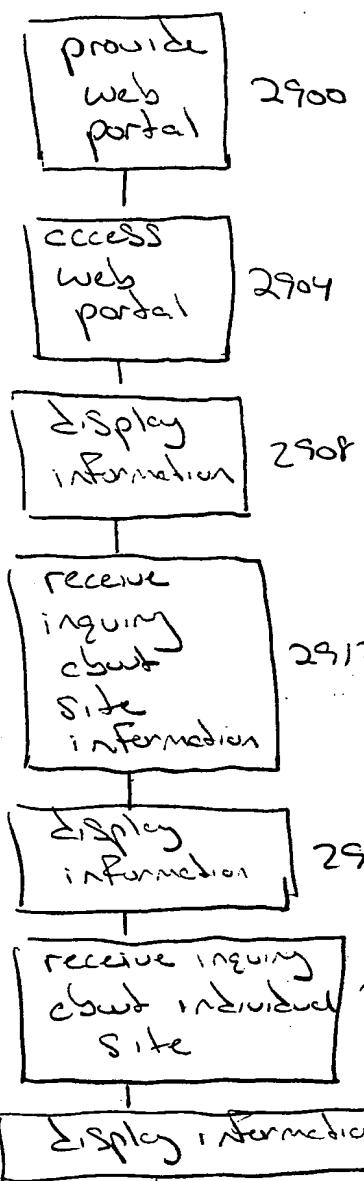
FIG. 27



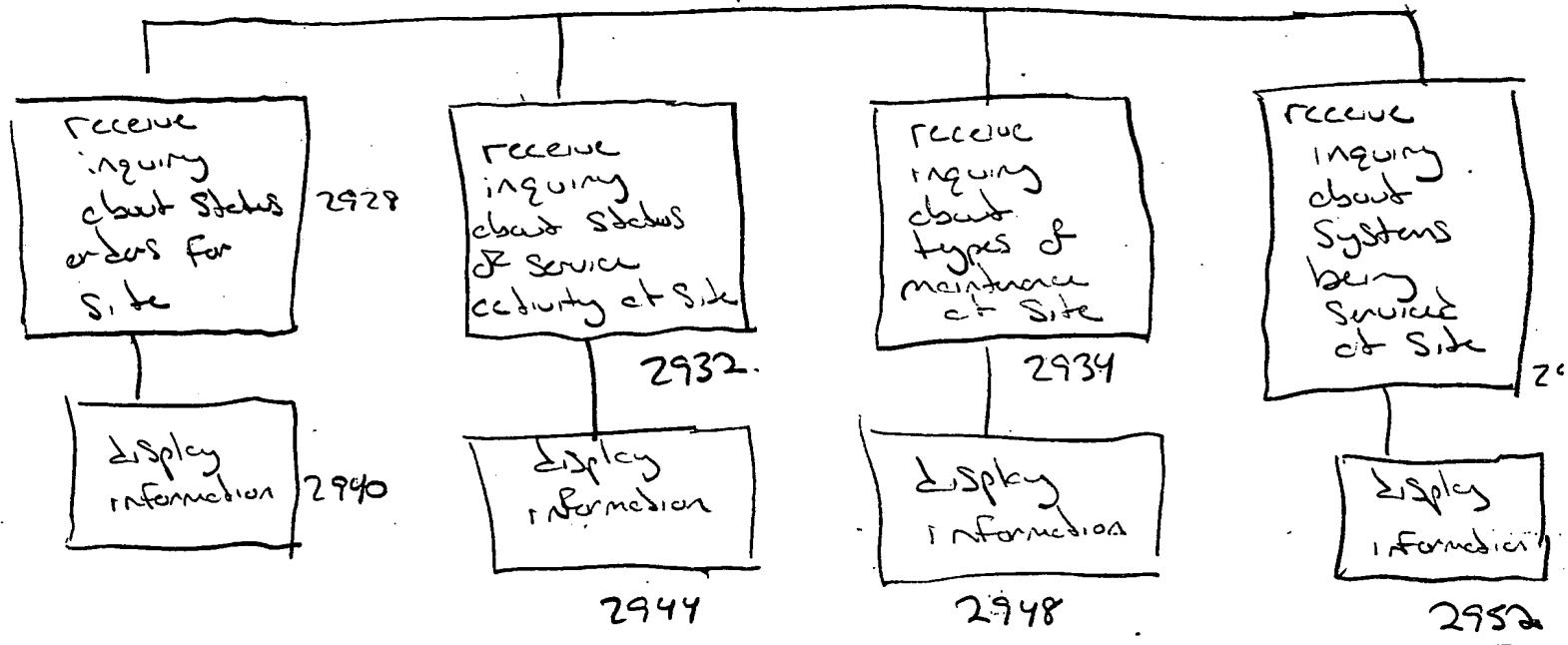


F16, 28





P2G, 29



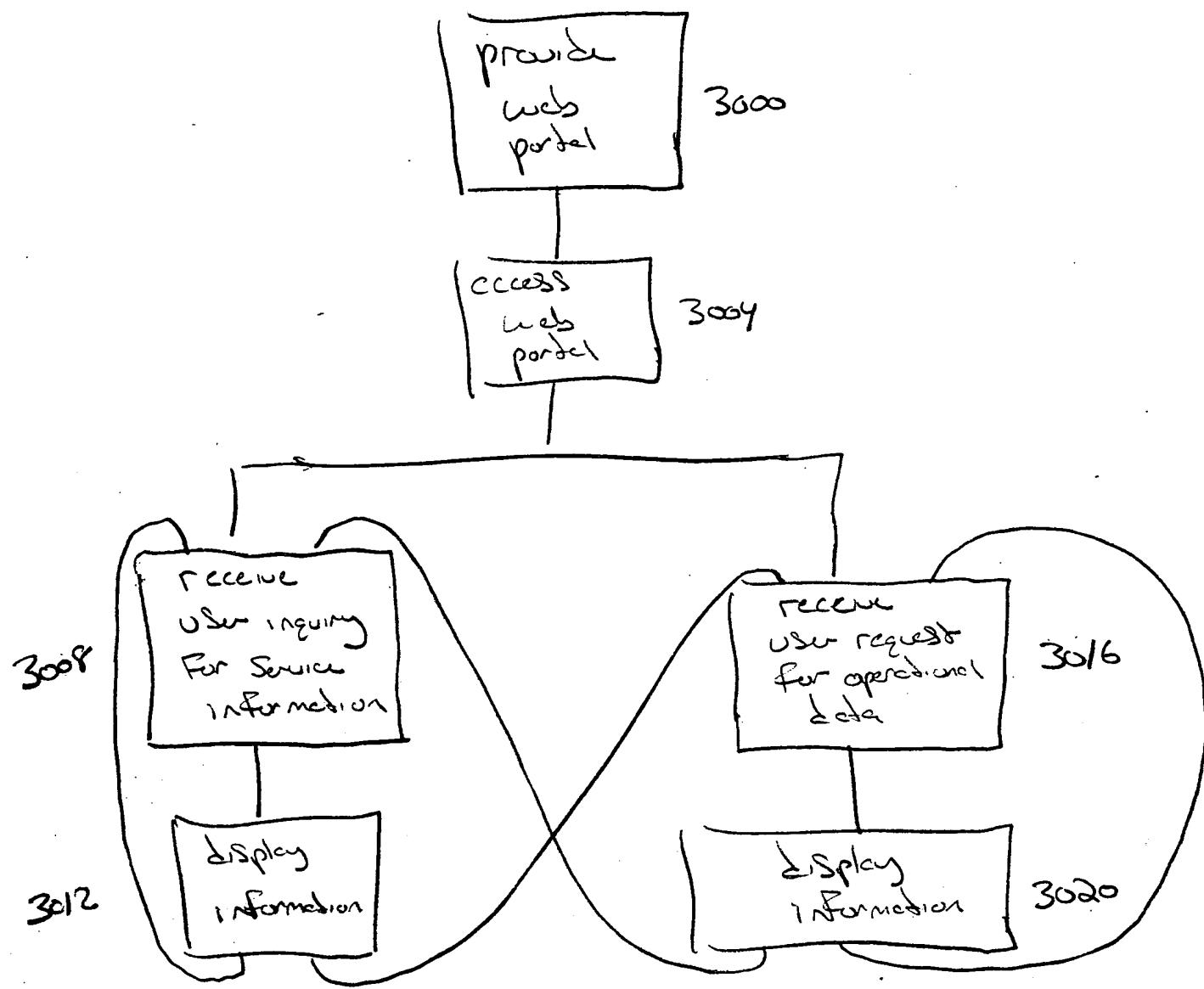


FIG. 30